



**Housing Counseling Stakeholder Meeting
Revision of HUD Housing Counseling Program Handbook**

7610.1 REV-5

Please call: (866) 254-5934

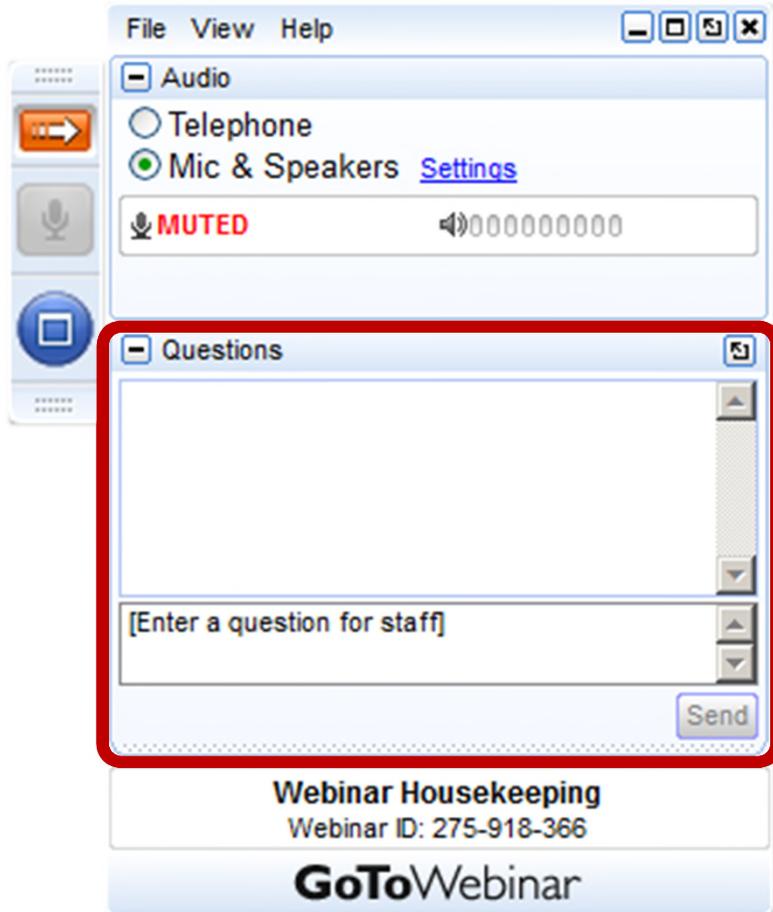
Participant Access Code: 353429

to join the conference call portion of the webinar

Webinar Logistics

- Audio is being recorded. It will be available along with the PowerPoint at:
www.hud.gov/housingcounseling.
- Attendee lines will muted during presentation.
- At certain intervals, we will unmute lines for questions and comments.

GoToWebinar: Ask Questions



Your Participation

Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.

You can also send questions and comments to:

housing.counseling@hud.gov

Note: Today's presentation is being recorded and will be provided within 48 hours. The replay information will be sent out via ListServ.

Brief Survey

- Please complete the brief survey at the end of this session.
- Your responses will help OHC better plan and present our webinars.



Lorraine Griscavage-Frisbee

Deputy Director

Office of Capacity Building Outreach

Agenda

- Reasons for the handbook revision
- Feedback on handbook usefulness and accessibility
- Today's meeting will address program format; not program policy

Stakeholder Meeting Purpose

- Provide the opportunity for communication and interaction
- Evaluate stakeholder input on program policy and procedures
- Share best practices and challenges
- Provide valuable insight for the OHC to help consumers achieve housing goals
- Provide advice to leadership of the department as it relates to housing legislation, regulation, policy development, budget, training, program evaluation and oversight

Polling Question

Polling Question #1

What is your organization type?

A. LHCA

B. MSO

C. Intermediary

Polling Question

Polling Question #2

How many years of housing counseling experience does your agency have?

- A. Less than 1 year
- B. Between 1-2 years
- C. Between 2-5 years
- D. More than 5 years



The HUD Housing Counseling Handbook 7610.1 REV-5

Stephanie Williams

Sr. Housing Program Officer

Office of Policy and Grant Administration

Discussion Question

- What tools do you use to research guidance and policy information concerning HUD's Housing Counseling Program?

Discussion Question

- Who uses the handbook in their office?
- Is it discussed during staff meetings or trainings?
- Do you review handbook prior to a performance review?



Robin Penick

Housing Program Specialist
Office of Outreach and Capacity Building

Polling Question

Polling Question #3

Approximately how many times during the last six months have you reviewed HUD's Housing Counseling Program Handbook?

Check all that apply:

- A. I have not accessed the handbook recently
- B. I access it regularly
- C. I ask my HUD Point Of Contact for guidance instead
- D. I don't know how to locate the handbook on-line

Discussion Question

- Is the handbook helpful to you on a daily basis?
- Are you able to find the information you seek easily?
- In general how can we make the handbook more user friendly?
- Wish list items?



Connie Y. Barton

Housing Program Specialist
Office of Policy and Grant Administration

Handbook Chapters

Chapter 1-General information

Chapter 2-Obtaining approval

Chapter 3-Delivery of Housing Counseling Services

Chapter 4-Reverse Mortgage

Chapter 5-Record Keeping and Reporting

Chapter 6-Performance Criteria and Monitoring

Chapter 7-Funding

Chapter 8-Appeals

Appendices-(HUD office contact, handbooks, web addresses, HECM protocol)

Discussion Question

- Would an index be helpful ?
- What are some terms or search words that would be useful for us to include?
- Do you use the handbook online, hardcopy, or pdf version.

Handbook Quiz

Quiz Question #1

Can you determine where to look for a topic based on current chapter titles?

A. Yes

B. No

Handbook Quiz

Quiz Question #2

In which chapter would you find information on recordkeeping requirements for group education?

- A. Chapter 2
- B. Chapter 3
- C. Chapter 4
- D. Chapter 5

Polling Question

Polling Question #4

Have you provided feedback for the Single Family Mortgage Credit handbook revisions?

A. Yes

B. No

C. Not familiar with those program revisions

Concluding Stakeholder Remarks

- What additional suggestions or comments do you have that could further improve the handbook revision?



Concluding Remarks

Lorraine Griscavage-Frisbee

Deputy Director

Office of Capacity Building and Outreach

Closing Discussion

- Any comments about today's topics or any other topics?
- Evaluation Survey
 - Survey will launch after the webinar
 - Attendees will receive follow up email with survey link

Conclusion

For housing counseling program information, grant information, training and events, counselor resources and to sign up for our LISTSERV.

www.hud.gov/housingcounseling

Questions or comments:

housing.counseling@hud.gov